

OCCUPATIONAL GROUP: Business Administration

CLASS FAMILY: Customer Service

CLASS FAMILY DESCRIPTION:

This family of positions includes those which offer assistance in customer service delivery needs to customers/citizens. The scope of work may vary depending on the customer base and requirements for services. The positions in this family must be able to deal with customers courteously and efficiently.

CLASS TITLE: Customer Service Support Technician

DISTINGUISHING CHARACTERISTICS:

These positions perform at the entry level and are responsible for dealing with the general public, customers and/or clients in person and/or by phone and for providing them with information. Some positions assist customers in the lodge park front desk, making reservations, checking customers in and out at the front and desk and performing clerical tasks or serve as sales clerks. Perform related work as required.

EXAMPLES OF WORK: *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Registers customers into and out of overnight park facilities and assigns spaces based on availability; registers campers and assigns campsites.
- Makes reservations and cancellations in person, by mail, internet, and phone for overnight park facilities.
- Addresses and resolves customer questions, complaints, or medical and prescription claims issues; explains benefits, rules and regulations and agency procedures.
- Disseminates information to customers using various channels of communication; provides courteous service to all customers; works closely with the public in a hospitality capacity.
- Writes receipts and collects revenue for park services; responsible for accounting for all revenues collected; operates cash register, credit card machine, calculator, or computer driven cash receipt system as needed; writes daily and/or weekly bank deposits, revenue reports and other related reports.
- Performs related clerical and accounting work as required; orders supplies used in assigned area; mails brochures and information as required; types and files related paperwork.
- Displays brochures, post cards and other informational materials at the front desk and in designated locations.
- May oversee and coordinate work of others.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of office methods and procedures and the practices and techniques of the field.
- Knowledge of Business English, spelling, and arithmetic.
- Ability to perform mathematical calculations.
- Ability to communicate easily and clearly, both verbally and in writing.
- Ability to type and file accurately and efficiently.
- Ability to operate office equipment.
- Ability to deal with difficult customers.
- Ability to effectively use computer software.
- Ability to provide hospitality services to guests in a courteous manner.
- Ability to coordinate the work of others.

MINIMUM QUALIFICATIONS:

Education: Graduation from High School or Equivalent.

Experience: No Experience Required.

Education and/or Experience Substitution: Additional full-time or equivalent part-time verifiable experience related to retail sales or reservation/registration desk work may substitute for the required education on a year for year basis.

Certifications, Licenses, Registrations: None.

CLASS TITLE: Customer Service Support Technician Senior

DISTINGUISHING CHARACTERISTICS:

These positions perform at full-performance level, providing customer service to citizens' requests for information such as driver's licenses; birth, death and marriage records; travel and tourism information through a telemarketing network. These positions also are the liaison between an agency and the public for programs and services. They must have knowledge of the programs and services and the ability to interpret policies, procedures, and the law in the area of assignment. Perform related work as required.

EXAMPLES OF WORK: *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Provides information to customers via the phone, written inquiries, and walk-in requests; promotes attractions; assists with reservations, lodging, outdoor recreation and West Virginia products; provides routing and driving directions; phone contacts for road conditions and courtesy patrol and contact names and numbers for local, state and federal government agencies.
- Addresses and resolves customer complaints, medical and prescription claims issues; explains benefits, rules and regulations and agency procedures.
- Collects, compiles, researches, verifies, edits and submits information to complete and publish media advisories; enters data from surveys on spreadsheets to track tourist interests, suggestions, etc.; assists other sections and agencies by conducting research, and help with special mailings and promotions; maintains files.

- Staffs travel and tourism show booths and tourism information booths at fairs, festivals, shows and conferences; distributes travel guides and other brochures, routing directions and answering other tourism related questions.
- Drafts letters for the agency officials' signatures in response to concerns and requests from citizens, groups and congressional members.
- Provides presentations to potential customers, industry members and dignitaries on the database functions in the office.
- May attend meetings, training seminars, familiarization tours and conferences to improve customer service.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of state, federal, and agency rules, regulations, policies, and procedures applicable to specific programs.
- Skill in the use of alpha and numeric keyboard.
- Ability to interpret state, federal, and agency rules, regulations, policies, and procedures applicable to specific programs.
- Ability to establish and maintain effective working relationships with state and federal agencies, program sub-sponsors and participants, and co-workers.
- Ability to communicate effectively, both orally and in writing.
- Ability to maintain a pleasant and professional telephone manner.
- Ability to operate telephone equipment.
- Ability to multi-task.
- Ability to use maps and charts to provide trip routing information.
- Ability to write detailed reports.

MINIMUM QUALIFICATIONS:

Education: Graduation from High School or Equivalent.

Experience: One to two years of full-time or equivalent verifiable experience related to customer service or clerical work.

Education and/or Experience Substitution: Coursework from a regionally accredited college or university or related business or vocational school may substitute for the required experience on a year for year basis.

Certifications, Licenses, Registrations: None.

Special Requirement: Some positions may require eligibility for bonding.

CLASS TITLE: Customer Service Support Specialist 1

DISTINGUISHING CHARACTERISTICS:

These positions are lead workers and provide customer service or handle complaints through public contact work in the receipt, investigation and resolution of complaints brought by consumers against utilities or businesses regulated by the state. They must have a thorough

knowledge of the programs and services and the ability to interpret policies, procedures, and the law in the area of assignment. Perform related work as required.

EXAMPLES OF WORK: *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Assigns and reviews the work of others and trains employees in work methods.
- Greets customers in person or by telephone, answers questions regarding state law, policy or procedure; explains necessary forms, fees, taxes, and/or surcharges.
- Provides technical assistance to other employees in the resolution of complaints and the interpretation of applicable statutes, regulations and policies; interprets applicable statutes, regulations and policies in attempting to resolve the complaint; confers with professional staff as necessary.
- Follows up on unresolved complaints in order to check status; sends letters to utility companies requesting information; places phone calls or sends response letters to customers; ensures that resolution is fair and within set guidelines.
- Enters data into the computer to access previous data and to update or enter new file information; enters customer information and detailed description of customer issue with relief requested into database.
- Reviews customer documentation to ensure that all information is complete and accurate; reviews and performs analysis of technical reports, forms and/or other information submitted to ensure compliance with State and Federal regulations.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of applicable state, federal and agency regulations.
- Skill in the use of alpha and numeric keyboard.
- Ability to interpret rules, regulations, applicable statutes and policies.
- Ability to interact effectively with consumers, public and business officials.
- Ability to reduce conflict in the resolution of consumer complaints.
- Ability to operate telephone equipment.
- Ability to compile information on number and kind of complaints received and resolved; prepares reports on same.
- Ability to communicate effectively, both verbally and in writing.

MINIMUM QUALIFICATIONS:

Education: Graduation from High School or Equivalent.

Experience: Two to four years of full-time or equivalent part-time verifiable experience related to clerical work or customer service.

Education and/or Experience Substitution: Coursework from a regionally accredited college or university or related business or vocational school may substitute for the required experience on a year for year basis.

Certifications, Licenses, Registrations: None.

Special Requirement: Some positions may require eligibility for bonding

CLASS TITLE: Customer Service Support Specialist 2

DISTINGUISHING CHARACTERISTICS:

These positions work with the general public assisting them in tax matters or responsible to carry out a variety of statutory duties required of the Public Service Commission involving franchise agreements, conforming to state statutes and FCC regulations for rate increases and cable television complaints. The specialist must have a thorough knowledge of the law, rules, policies, procedures, and workings of the division or agency and be able to explain state and federal laws, rules, policies, and court rulings. Perform related work as required.

EXAMPLES OF WORK: *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Answers complex correspondence which requires a broad tax, FCC, or public utility knowledge and may require legal research.
- Responds to inquiries; utilizes a computer to enter, review or update information.
- Interprets and explains agency policies, administrative policies, legislative changes, court rulings, and other matters.
- Assists taxpayers in completing tax returns for any of the taxes administered by the agency.
- Appears occasionally before civic groups to explain ~~tax~~ procedures and other items of interest in the field of taxation or public utility.
- Compiles statistics and makes reports pertaining to the job activities.
- Answers telephone and walk-in inquiries pertaining to taxes, bad checks, liens, warrants, and other tax documents; answers inquiries pertaining to public utility.
- Participates in training sessions to learn new and/or changes in laws and policies.
- Directs clerical personnel in the typing and preparation of correspondence.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of accounting, principles, practices and concepts.
- Knowledge of the laws, rules, regulations, policies, and procedures related to area of assignment.
- Skill in explaining complicated tax or public utility matters to taxpayers, companies, or general public.
- Skill in the psychology of conversing with unpleasant taxpayers or complaints.
- Ability to establish and maintain good working relationships with public officials, and the general public.
- Ability to deal with highly sensitive issues in an orderly and controlled manner.
- Ability to communicate, both verbally and in writing.
- Ability to use a computer and related software.

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree from a regionally accredited college or university in business or public administration, accounting, economics, management or finance including six semester hours in accounting.

Experience: One to two years of full-time or equivalent part-time verifiable experience in taxation or customer service.

Education and/or Experience Substitution: Full-time or equivalent part-time paid experience in taxation, bookkeeping, accounting or tax preparation may substitute for the required education at the rate of two years of experience for one year of training, excluding the six semester hours in accounting.

Certifications, Licenses, Registrations: None.

PROMOTION ONLY: Four years of full-time or equivalent part-time verifiable experience in the Tax Department may substitute for the required education.

CLASS TITLE: Customer Service Coordinator 1

DISTINGUISHING CHARACTERISTICS:

These positions coordinate and supervise the work of customer service employees. These are first line supervisors who insure that these employees are responsive, understanding, and knowledgeable when dealing with the public. Perform related work as required.

EXAMPLES OF WORK: *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Assists employees with customer problems and overall operation of programs and projects; ensures employees are receiving the proper documentation; verifies that customers are reporting the correct information and are current and up to date paying proper fees.
- Interprets and applies departmental policies and regulations for employees and others in state government; may interpret policies for the general public.
- Advises subordinates of changes in policies and procedures; revises work procedures to align with changes in State or Federal laws or programs.
- Participates in projects; attends meetings and provides input.
- Monitors attendance and approves all leave requests.
- Reviews and monitors programs and projects of subordinates; assists in compiling reports.
- Designs and carries out management studies for agency management; composes correspondence for agency administrators' signatures; advises superiors on matters relating to projects and programs.
- Answers questions and solves problems for subordinates.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of office methods and procedures.
- Knowledge of the practices and techniques of the field in which assigned.
- Knowledge of the state-wide operation of a department and of the impact of related agencies.
- Knowledge of departmental regulations, policies and procedures.
- Ability to apply and instruct others in the application of governing laws, rules, and regulations.
- Ability to make composite detailed reports based on individual reports or subordinates.

- Ability to communicate effectively both orally and in writing.
- Ability to plan, assign, and coordinate the work of employees engaged in duties of a highly technical nature or administrative duties of a difficult nature.

MINIMUM QUALIFICATIONS:

Education: Graduation from High School or Equivalent.

Experience: Three to five years of full-time or equivalent part-time verifiable experience related to customer service or clerical work.

Education and/or Experience Substitution: Coursework from a regionally accredited college or university may substitute for the required experience on a year for year basis.

Certifications, Licenses, Registrations: None.

CLASS TITLE: Customer Service Coordinator 2

DISTINGUISHING CHARACTERISTICS:

These positions are first line supervisors in a regional office and serve as a working supervisor. They provide technical assistance to their superior. These positions must have a thorough knowledge of the services provided to customers. They may have some budgetary responsibilities. Perform related work as required.

EXAMPLES OF WORK: *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Supervises the daily activities of a regional office; assigns, approves, and reviews employee's work; advises and implements changes in policies, procedures, and laws; assists employees with issues in processing customers transactions; evaluates job performance.
- Oversees the work of customer service staff; advises staff with customer problems and overall operation of programs and projects; oversees all disciplinary action, hiring of new employees, and changes in office policies.
- Issues, interprets, and applies departmental policies and regulations for employees and others in state government; may interpret policies for the general public.
- Advises subordinates of changes in policy and procedure; revises work procedures to align with changes in State or Federal laws or programs.
- Monitors attendance and approves all leave requests; enters employee work hours.
- Reviews and monitors programs and projects of subordinates; reviews and or compiles federally and state-mandated reports.
- Oversees the design and implementation of management studies for agency management; composes correspondence for agency administrators' signatures; advises superiors on matters relating to projects and programs.
- Answers questions and solves problems for subordinates.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of office methods and procedures and the practices and techniques of the field in which assigned.
- Knowledge of the state-wide operation of a department and of the impact of related agencies.
- Knowledge of departmental regulations, policies and procedures.
- Ability to apply and instruct others in the application of governing laws, rules, and regulations.
- Ability to make composite detailed reports based on individual reports or subordinates.
- Ability to communicate effectively both orally and in writing.
- Ability to plan, assign, and coordinate the work of employees engaged in duties of a highly technical nature or administrative duties of a difficult nature.

MUNIMUM QUALIFICATIONS:

Education: Bachelor's degree from an accredited college or university.

Experience: Three to four years of full-time or equivalent part-time verifiable experience related to customer service or clerical work.

Education and/or Experience Substitution: Additional full-time or equivalent part-time verifiable experience related to customer service or clerical work may substitute for the required education on a year for year basis. Graduate level coursework from a regionally accredited college or university may substitute for the required experience on a year for year basis.

Certifications, Licenses, Registrations: None.

CLASS TITLE: Customer Service Specialist

DISTINGUISHING CHARACTERISTICS:

These positions perform full-performance level work in providing development of a customer service program. Some positions work with the general public assisting them with insurance matters. They must have a thorough knowledge of the workings of the division or agency; develops policies and procedures; assures compliance with federal and state regulations; provides consultation in customer service program area; investigate and mediate complaints filed by the public against insurance agents and/or insurance companies. Perform related work as required.

EXAMPLES OF WORK: *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Serves customer service liaison between the agency and customers; confers with inter- and intra-agency personnel to transact business.
- Investigates complaints filed against insurance companies, agencies, and agents involving disputed claims and alleged unfair insurance practices.
- Mediates settlements between claimant and insuring company by gathering facts and recommending solutions according to policy and insurance code.
- Advises consumers of their rights under laws, regulations, and policies.
- Writes reports; write narratives on complaints.
- Develops policies and procedures.

- Evaluates customer service program area for efficiency and effectiveness.
- Reviews insurance companies' response to complaints to determine if the companies are in compliance with state insurance laws.
- Attends and/or participates in meetings and seminars to inform the public on special or new areas in the insurance industry.
- Confers with United States congressmen and senators and state legislators in resolving constituent problems.
- May attend hearings on insurance complaints to present findings of an investigation.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of the practices of customer service in program area.
- Knowledge of laws, rules, and regulations pertaining to customer service program area.
- Knowledge of standard insurance policies and riders.
- Knowledge of the practices of insurance companies, brokers, agents, and adjusters.
- Ability to analyze data and facts.
- Ability to analyze and evaluate specific customer service complaints.
- Ability to interpret contractual provisions of insurance policies.
- Ability to establish and maintain effective working relationships with other employees, officials, and the general public.
- Ability to communicate effectively both orally and in writing.

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree from a regionally accredited college or university.

Experience: Two to four years of full-time or equivalent part-time verifiable experience related to customer service, insurance regulation or brokering, examining, adjusting, or investigating with an insurance agency.

Education and/or Experience Substitution: Additional full-time or equivalent part-time verifiable experience related to customer service, insurance regulation or brokering, examining, adjusting, or investigating with an insurance agency may substitute for the required education on a year for year basis. Graduate level coursework from a regionally accredited college or university may substitute for the required experience on a year for year basis.

Certifications, Licenses, Registrations: None.

CLASS TITLE: Customer Service Supervisor

DISTINGUISHING CHARACTERISTICS:

These positions perform administrative work overseeing a regional office. They provide leadership and monitor the day-to-day operations of the regional office ensuring the work of staff is in accordance with policy. They may have budgetary responsibilities. Perform related work as required.

EXAMPLES OF WORK: *(Any specific position in this class may not include all of the*

duties listed; nor do the examples listed cover all of the duties which may be assigned.)

- Plans, directs, oversees and coordinates the day-to-day activities office staff to ensure accuracy of work procedures; provides support such as answering questions, obtaining necessary supplies and inventory to office staff.
- Handles escalated and difficult customer service issues.
- Develops and recommends policies and procedures in the area of assignment.
- Monitors office activities to determine compliance with state and federal regulations, policies and work standards.
- Supervises and trains staff.
- Recommends the selection of staff to supervisors; conducts interviews for prospective employees.
- Prepares reports reflecting the operational status of the office and/or agency programs.
- Compiles and/or analyzes data; develops programs or procedures from this data.
- May attend hearings providing facts or knowledge of the area of assignment.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of state and federal laws and regulations and policies and procedures in the area of assignment.
- Knowledge of the mission, programs and organization of the agency.
- Knowledge of the principles and practices in management to include planning, coordinating, directing, organizing and supervision.
- Ability to plan, organize, coordinate and evaluate work activities in the area of assignment.
- Ability to analyze facts and apply to the operations of the office.
- Ability to develop effective policies and procedures.
- Ability to direct and supervise the work of others.
- Ability to communicate effectively, both orally and in writing.
- Ability to establish and maintain effective working relationships with others.

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree from an accredited college or university.

Experience: Three to five years of full-time or equivalent part-time verifiable experience to customer service or clerical work, one year of which must have been in a supervisory or managerial capacity.

Education and/or Experience Substitution: Additional full-time or equivalent part-time verifiable experience related to customer service or clerical work may substitute for the required education on a year for year basis. Graduate level coursework from a regionally accredited college or university may substitute for the required non-supervisory experience on a year for year basis.

Certifications, Licenses, Registrations: None

CLASS TITLE: Customer Service Supervisor Senior

DISTINGUISHING CHARACTERISTICS:

These positions perform supervisory work overseeing staff in a central office requiring a broader knowledge and scope of the program, or overseeing and leading Customer Service Specialists. They provide leadership and monitor the day-to-day operations of the office ensuring the work of staff is in accordance with program and policy. They must have a thorough knowledge of a variety of services and may have budgetary responsibilities. Perform related work as required.

EXAMPLES OF WORK: (Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.):

- Plans, directs, oversees and coordinates the activities in the area of assignment; evaluates employees' performance and recommends corrective action.
- Develops and recommends policies and procedures in the area of assignment; ensures work performed by staff is in accordance with policy; interprets and applies policies for employees and others; may interpret policies for the general public.
- Monitors office activities to determine compliance with state and federal regulations, policies and work standards.
- Supervises and trains staff.
- Recommends the selection of staff; conducts interviews for prospective employees.
- Prepares reports reflecting the operational status of the office and/or agency programs; writes reports and narratives on complaints.
- Compiles and/or analyzes data; develops program or procedures from this data.
- Attends and participates in meetings and seminars to stay up-to-date of operational structures necessary to comply with and develop policies and procedures.
- May attend hearings providing facts or knowledge of the area of assignment.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of state and federal laws and regulations and policies and procedures in the area of assignment.
- Knowledge of the mission, programs and organization of the agency.
- Knowledge of the principles and practices in management to include planning, coordinating, directing, organizing and supervision.
- Ability to plan, organize, coordinate and evaluate work activities in the area of assignment.
- Ability to analyze facts and apply to the operation of the office.
- Ability to develop effective policies and procedures.
- Ability to direct and supervise the work of others.
- Ability to communicate effectively, both orally and in writing.
- Ability to establish and maintain effective working relationships with others.

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree from a regionally accredited college or university.

Experience: Four to six years of full-time or equivalent part-time verifiable experience related to customer service or clerical work, one year of which must have been in a supervisory or managerial capacity.

Education and/or Experience Substitution: Additional full-time or equivalent part-time verifiable experience related to customer service or clerical work may substitute for the required education on a year for year basis. Graduate level coursework from a regionally accredited college or university may substitute for the required non-supervisory experience on a year for year basis.

Certifications, Licenses, Registrations: None.

CLASS TITLE: Customer Service Manager

DISTINGUISHING CHARACTERISTICS:

These positions perform administrative work in managing multiple regional offices. They are responsible for planning and organizing the work, interpreting statutes, regulations, and policies. These positions have input into setting the budget. Perform related work as required.

EXAMPLES OF WORK: *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Plans, directs, oversees and coordinates the activities of multiple offices in a designated region.
- Develops and recommends policies and procedures in the area of assignment.
- Monitors office activities to determine compliance with state and federal regulations, policies and work standards.
- Supervises and trains staff; may direct regional or other field staff.
- Recommends the selection of staff; conducts interviews for prospective employees.
- Prepares reports reflecting the operational status of the office and/or agency programs.
- Compiles and/or analyzes data; develops program or procedures from this data.
- May attend hearings providing facts or knowledge of the area of assignment.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of state and federal laws and regulations and policies and procedures.
- Knowledge of the mission, programs and organization of the agency.
- Knowledge of the principles and practices in management to include planning, coordinating, directing, organizing and supervision.
- Ability to enlist the aid and support of others in the accomplishment of common tasks while maintaining their trust and loyal cooperation.
- Ability to learn and use a varied array of computer program applications from third party vendors.
- Ability to judge employee actions that may warrant recognition or disciplinary action and react appropriately.
- Ability to resolve problems through coordinating through several different units both separately and simultaneously.

- Ability to communicate effectively, both orally and in writing.

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree from a regionally accredited college or university.

Experience: Four to six years of full-time or equivalent part-time verifiable experience related to customer service or business administration, one year of which must have been in a supervisory or managerial capacity.

Education and/or Experience Substitution: Additional full-time or equivalent part-time verifiable experience related to customer service or business administration may substitute for the required education on a year for year basis. Graduate level coursework from a regionally accredited college or university may substitute for the required non-supervisory experience on a year for year basis. .

Certifications, Licenses, Registrations: None.

CLASS TITLE: Customer Service Manager Senior**DISTINGUISHING CHARACTERISTICS:**

These positions perform complex administrative and professional work in managing a major insurance or customer service program. They are responsible for planning and organizing the work, policy development, interpreting policies, and directing, coordinating and administering the program. They may have financial responsibilities. Perform related work as required.

EXAMPLES OF WORK: *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Supervises professional, technical and clerical staff; makes assignments and reviews and approves plans of operation.
- Provides administrative and program direction; enforces agency objectives, policies and procedures.
- Manages the recruitment/selection process, staff development, disciplinary matters, and other related actions in assigned area.
- Develops policies, standards and procedures for the effective application of state insurance laws.
- Monitors and evaluates program administration, and the delivery of services to clients.
- Provides technical consultation and policy interpretation to staff, supervisor, public officials, and advocacy groups.
- Drafts legislative proposals; meets with legislative members; performs research and analysis of legislation regarding program area.
- Plans and implements programs for the training of professional, technical and clerical staff.
- Responds to written or oral inquiries regarding program matter applying state laws and agency policies and procedures.
- Responds to subpoenas on insurance matters; assists in investigations.
- Attends meetings and seminars.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of the theories, principles and techniques of the area of assignment.
- Knowledge of federal and state statutes, regulations and program standards in the area of assignment.
- Knowledge of the objectives of the program area, its procedures, policies and guidelines and their relationship to the rest of the agency and other entities.
- Ability to plan and coordinate work and organize work and projects.
- Ability to direct and supervise the work of others.
- Ability to communicate effectively, both orally and in writing.
- Ability to analyze facts and apply them to the management of the area of assignment.
- Ability to work effectively with co-workers, the public, advocacy groups, and federal and state agencies in the area of assignment.

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree from a regionally accredited college or university.

Experience: Five to seven years of full-time or equivalent part-time verifiable experience related to customer service, insurance industry, or business administration, one year of which must have been in a supervisory or managerial capacity.

Education and/or Experience Substitution: Additional full-time or equivalent part-time verifiable experience related to customer service or business administration may substitute for the required education on a year for year basis. Graduate level coursework from a regionally accredited college or university may substitute for the required non-supervisory experience on a year for year basis.

Certifications, Licenses, Registrations: None.

CLASS TITLE: Customer Service Director

DISTINGUISHING CHARACTERISTICS:

Perform administrative work directing a major component within Motor Vehicles and are responsible for the supervision of all customer services workers. They have responsibility for overseeing all office operations which includes planning, organizing, directing and coordinating all aspects of the programs. Perform related work as required.

EXAMPLES OF WORK: *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Develops and adopts operational policies and procedures for the area of assignment.
- Develops and administers long range and short range plans and goals.
- Develops budgets and expenditure schedules.
- Coordinates activities with other units, other state and federal agencies and the public.
- Serves as spokesperson in the area of assignment.
- Oversees personnel matters, such as hiring, disciplining, training, assigning work and evaluating work performance of employees.
- Writes or reviews correspondence and reports pertaining to activities.

- Supervises and approves financial aspects such as payroll revisions, procurement contracts, supply requisitions and fiscal budgets.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of the principles and practices pertaining to the area of assignment.
- Knowledge of the principles and practices of management.
- Knowledge of the laws, policies, directives and regulations governing the area of assignment.
- Knowledge of the principles and practices of supervision.
- Ability to plan, organize, direct and coordinate the work of others.
- Ability to interact with personnel, government officials, the public and other related associates to establish effective working relationships.
- Ability to speak publicly on matters pertaining to the area of assignment.
- Ability to prepare written reports.

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree from a regionally accredited college or university.

Experience: Four to six years of full-time or equivalent part time verifiable supervisory or managerial experience.

Education and/or Experience Substitution: Additional full-time or equivalent part-time verifiable experience related to customer service may substitute for the required education on a year for year basis. Graduate level coursework from a regionally accredited college or university may substitute for the required experience on a year for year basis.

Certifications, Licenses, Registrations: None.